



Managed Services for Lippert Components

Lippert Components leverages **RPI Consultants Managed Services** to handle regular support and maintenance activities for their large **Perceptive Content** and **Brainware** implementations.

Under the guidance and leadership of third generation CEO Jason Lippert, multiple acquisitions and savvy leadership have set Lippert apart from their competition, and put them in a class of their own as a now \$2 billion revenue company. To help automate the significant administrative and operational workload for a company this size, Lippert wisely chose Perceptive Content (ImageNow) with Brainware (Perceptive Intelligent Capture) to build an enterprise content solution.

In 2014, Lippert realized that despite the many benefits of using Perceptive Content and Brainware, their complex and high-volume solution often led their resources to spend too much time trying to solve difficult operational and technical conflicts. The company's innovative nature and unique dedication to operational efficiency led them to search for a customized managed services solution that would free up resources from daily support and maintenance and allow them to focus on advancing their overall enterprise technology strategy.

The Start of a Productive Relationship

Lippert quickly reached out to RPI Consultants, a trusted services partner for other projects, and was provided a proposal for Managed Services. RPI immediately became familiar with the wide scope of Lippert's lateral reach within the RV, trucking, and adjacent industries, and started working up a plan with targeted goals over the following months.

RPI Consultants listened closely to Lippert's needs and addressed them one by one. The result was a comprehensive plan to refine and improve automated processes through the fine-tuning of Brainware Intelligent Capture, additional iScripts for Perceptive Workflow, additional process enhancements, and network, database, and storage stability improvements for performance. With the plan in place and services delivered, RPI Consultants was able to know Lippert's system as well as their own application and technology teams. Matched with deep product and solution expertise, RPI Consultants is able to troubleshoot and resolve issues faster, getting users back to work.



Beginning as a small, post-WWII galvanized roofing shop in 1956, Lippert has since grown into the leading supplier of components to the recreational vehicle and residential housing industries. They also lead the way on bus, cargo, equestrian trailer, marine and heavy truck components.

"Issues are dealt with in a timely fashion. If the person we contact is not immediately available, the problem is forwarded to someone who can help us out."

*Sarah Demitruk,
Business Systems Analyst, Lippert Components*

Responsive and Reliable Support

Lippert IT staff needed a third party that was knowledgeable of the Perceptive products to take the reins and allow them to focus on other strategic initiatives while having visibility to the work performed. A communication system was put in place to allow easy access to the RPI team, document the work performed, and provide accountability.

Equally important to being reactionary, RPI was tasked with proactive maintenance of the Intelligent Capture and Content platforms as well as advising on opportunities to further automate the Accounts Payable, Accounts Receivable, and other processes. RPI was in a unique position to assist with these requests due to the expertise of RPI's consultants in both the functional and technical aspects of these systems and the Procure to Pay and Accounts Receivable business processes.

Process Enhancements

Lippert's continued growth has not been without its growing pains. Acquiring multiple organizations, while great for business, created a headache of paperwork processing – especially for Accounts Payable processes. After a careful analysis of the situation, RPI created custom Perceptive Content iScripts that have enabled Lippert to begin advanced inter-company invoice imaging, drastically reducing the time needed for document processing, not to mention the cost.

Interact for Salesforce is another Perceptive product Lippert uses to increase its efficiency. Over the course of the past year RPI has assisted in fine-tuning Lippert's Interact for Salesforce software using custom iScripts to enable various automation initiatives. RPI has also made significant enhancements to Lippert's Recognition Agent process, enabling the automation of sorting and indexing and thereby greatly speeding up Accounts Payable and Accounts Receivable business processes.

Managed Services

Through the Managed Services Agreement with Lippert, RPI Consultants provides a number of remote support and maintenance services, including:

- Improving & Enhancing existing Workflows and Processes
- Upgrade Standard Template Library (Scripting) Pack
- Brainware Intelligent Capture Support and Maintenance
- System and End-user Issue Management for Perceptive Content.

Intelligent Automation

Lippert is now able to move full steam ahead with customized automation solutions leveraging Perceptive Content and Intelligent Capture. With RPI's assistance, Lippert is able to stay on the cutting edge of the recreational vehicle industry, ensuring that the advantage they hold over their competitors remains stronger than ever.

Continual Symbiotic Growth

Through Managed Services with RPI, Lippert has been able to continue their steady growth and focus on other areas, knowing that a team of Perceptive experts is on call at a moment's notice. As their software and business needs morph and evolve, RPI is right alongside them, innovating solutions to match new challenges as they arise. RPI looks forward to growing alongside Lippert for a long time to come.

About RPI Consultants

RPI Consultants is an industry leader in Enterprise Resource Planning, Enterprise Content Management, and Business Process Automation technical consulting services. RPI has extensive experience designing, implementing, and supporting Infor Lawson, Perceptive Content (ImageNow), Kofax, OnBase by Hyland, and Brainware by Hyland (formerly Perceptive Intelligent Capture).

RPI provides professional and technical services for new installations and upgrades, solution and technical health checks, new solution designs and implementations, custom development and system integrations, custom training, and environment and product migrations. RPI is also an authorized license reseller. For more information about RPI Consultants, including license and service quotes, product demonstrations, or general inquiries, visit www.rpic.com.